

Arizona Department of Health
Office for Children with Special Health Care Needs
Member/ Family/ Satisfaction Survey

Instructions for Family Resource Coordinators

Family satisfaction is the foundation of all ADHS/OCSHCN does. The information on this survey will help ADHS/OCSHCN see what we are doing well and assist in identifying areas which need improvement.

- The Family Resource Coordinator is responsible for explaining the survey to the member / family in a way that is meaningful and conveying that their input is valued. This includes reviewing the introductory paragraph.
- The Family Resource Coordinator is responsible for distributing the survey to the member / family at 6 months following the development of the initial Individualized Service Plan and annually thereafter. A survey may also be completed if the member / family agree when there is a change in Family Resource Coordinators or transfer/exit from the Family Resource Coordination Program.
- There is no limit on the number of forms that can be distributed per family.
- The Family Resource Coordinator is responsible for asking the member/ family if they would like assistance in completing the survey. Suggestions for those who might help the member / family, besides other family members, could include:

Family friend
Family Resource Coordinator
Family advocate (i.e. Raising Special Kids, Pilot Parents)
Service Provider

- A preprinted postage paid envelope must be included with each survey distributed.